

**CITY OF MANCHESTER, NEW HAMPSHIRE  
REQUEST FOR PROPOSAL “RFP”  
REMITTANCE PROCESSING SYSTEM**

## TABLE OF CONTENTS

### Part 1 General Information

- 1.1. Purpose
- 1.2 RFP Format
- 1.3 Inquires
- 1.4 Oral Statements and Commitments
- 1.5 Economy of Preparation
- 1.6 Turnkey Approach
- 1.7 False or Misleading Statements
- 1.8 Clarification of Proposal
- 1.9 Acceptance of Proposal Content
- 1.10 Responsiveness
- 1.11 Proposal Format and Submission
  - 1.11.1 through 1.11.3 are untitled text paragraphs.
  - 1.11.4 Best Value Format
    - 1.11.4.1 Evaluation Criteria
    - 1.11.4.2 Proposal Format and Content
    - 1.11.4.3 Technical Proposal Opening
    - 1.11.4.4 Technical Evaluation
    - 1.11.4.5 Financial Proposal Opening
    - 1.11.4.6 Financial Proposal Evaluation
- 1.12 Rejection of Proposal
- 1.13 Incurring Costs
- 1.14 Addenda
- 1.15 Independent Price Determination
- 1.16 Financial Proposal
- 1.17 Software Requirements
- 1.18 Equipment Requirements
- 1.19 Support Requirements
- 1.20 Warranties
- 1.21 Information about the Company
- 1.22 User References/Demonstration
- 1.23 Delivery and Implementation Schedule
- 1.24 Schedule of Events

### Part 2 Background Information

### Part 3 Procurement Specifications

- 3.1 General Software Standards
- 3.2 General Hardware Standards
- 3.3 Specific Equipment and Software Standards
- 3.4 Features and Specifications
  - 3.4.1 Rated Document Throughput
  - 3.4.2 Image Capture
  - 3.4.3 Front/Back
  - 3.4.4 Image Archive
  - 3.4.5 Monitor
  - 3.4.6 Server/PC
  - 3.4.7 Endorsement
  - 3.4.8 Document Standards

- 3.4.8.1 Minimum Size
  - 3.4.8.2 Maximum Size
  - 3.4.8.3 Paper Weight
  - 3.4.9 Character Recognition
- 3.5 Installation and Training
- 3.6 Support Services
  - 3.6.1 and 3.6.2 are untitled text paragraphs
- 3.7 Organizational Size and Qualifications
  - 3.7.1 Organizational Size/Structure in Relation to the Scope of Work
    - 3.7.1.1 through 3.7.1.3 are untitled text paragraphs
- 3.8 General Terms and Conditions
  - 3.8.1 Conflict of Interest
  - 3.8.2 Prohibition Against Gratuities
  - 3.8.3 Vendor Relationship
  - 3.8.4 Indemnification
  - 3.8.5 Contract Provisions
  - 3.8.6 Governing Law
  - 3.8.7 Compliance with Laws and Regulations
  - 3.8.8 Subcontracts/Joint Ventures
  - 3.8.9 Contract Termination

#### Part 4 Installation and Support Requirements

- 4.1 Equipment and Software Delivery and Installation Schedule
- 4.2 Equipment and Software Sign-off
- 4.3 Equipment and Software Documentation
- 4.4 Software Source Code
- 4.5 Training of End Users

#### Part 5 Proposal Format and Evaluation Criteria

- 5.1 Bidder's Proposal Format
  - 5.1.1 Title Page
  - 5.1.2 Table of Contents
  - 5.1.3 Proposal Format
- 5.2 Evaluation Criteria
  - Section 1-Organizational Experience, Size and Qualifications
  - Section 2-Technical Abilities
  - Section 3-Operational Abilities
  - Section 4-Enhancements
  - Section 5-Oral Presentation
  - Section 6-Financial Proposal
- 5.3 Evaluation Process

#### Part 6 Contingency Plans

## PART 1 GENERAL INFORMATION

### 1.1 Purpose

The Finance Officer for the City of Manchester, New Hampshire (City) is soliciting proposals to provide a Remittance Processing System.

### 1.2 RFP Format

This RFP has six parts. “Part 1” contains informational sections; “Part 2” describes the background and working environment of the project; “Part 3” is a statement of the specifications for the software, hardware and equipment requested pursuant to this RFP, contractual requirements, and general terms/conditions, “Part 4” is a statement of installation and training schedules pursuant to this RFP, “Part 5” explains the required format of the vendor’s response to the RFP, the evaluation criteria the Finance Officer will use in evaluating the proposals received, and how the evaluation will be conducted; and “Part 6” is in regards to possible contingency procedures.

### 1.3 Inquiries

Additional informational inquiries regarding specifications of this RFP must be submitted in writing to the Finance Officer. The deadline for written inquiries is identified in the Schedule of Events, Section 1.24. All inquiries for specification clarification must be addressed to:

**Kevin A Clougherty, Finance Officer**  
**City of Manchester**  
**Department of Finance**  
**One City Hall Plaza**  
**Manchester, NH 03101**  
**Telephone: 603-624-6460**  
**Fax: 603-624-6549**  
**Email: [kclougherty@manchesternh.gov](mailto:kclougherty@manchesternh.gov)**

**Absolutely the vendor shall make NO contact with any member of the Board of Mayor and Aldermen or the evaluation committee.** Violation may result in rejection of the proposal. The individual named above is the sole contact for any and all inquiries after this RFP has been released.

### 1.4 Oral Statements and Commitments

A vendor must clearly understand that any verbal representations made or assumed to be made during any oral discussions held between vendor’s representatives and any City personnel are **not binding**. Only the information issued in writing and added to the RFP specifications file by an official written addendum are binding.

### 1.5 Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of vendor’s ability to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

### 1.6 Turnkey Approach

The desired contract is one in which the vendor delivers, installs, implements and passes an acceptance test on equipment and software, training, and documentation.

## **1.7 False or Misleading Statements**

If, in the opinion of the City, a proposal contains false or misleading statements of references that do not support a function, attribute, capability or condition as contended by the vendor, it may be rejected.

## **1.8 Clarification of Proposal**

The City reserves the right to obtain clarification of any point in a vendor's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of a vendor's proposal.

## **1.9 Acceptance of Proposal Content**

The contents of the proposal and all statements made within it will become, at the option of the City, a contractual obligation if a contract ensues. Failure of the successful vendor to accept this obligation may result in cancellation of the award.

## **1.10 Responsiveness**

Proposals should respond to all requirements of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration if that approach clearly offers increased benefits to the City.

## **1.11 Proposal Format and Submission**

1.11.1 A vendor must complete a response to all mandatory specifications in order to be considered. Each proposal must be formatted as outlined in Part 5 of this RFP. The vendor may make no other format of the proposal information. Failure on the part of the vendor to respond to specific requirements detailed in the RFP may be a basis for disqualification of the proposal. The City reserves the right to waive informalities in the proposal format and minor irregularities.

1.11.2 All copies must be submitted **prior** to the date and time stipulated in the RFP as the opening date. All proposals will be date and time stamped to document official time and date of receipt.

1.11.3 A vendor mailing proposals should allow sufficient time for mail delivery to assure timely arrival. Any proposal received after the proposal opening date and time will be immediately disqualified.

Submit: one original Technical Proposal and Financial Proposal plus (5) convenience copies and one CD in Microsoft Word for the technical and one CD in Microsoft Word for the Financial Proposal to:

**Kevin A Clougherty, Finance Officer  
City of Manchester  
Department of Finance  
One City Hall Plaza  
Manchester, NH 03101**

The outside of the envelope or package(s) should be clearly marked: **Remittance Processing System RFP.**

### **1.11.4 Best Value Format**

All RFP's shall follow the standard format defined by the Finance Officer. This format addresses required areas and enables the Finance Officer to modify the background and scope of work to meet the City's needs.

#### 1.11.4.1 Evaluation Criteria

All evaluation criteria must be clearly defined in the specifications section.

#### 1.11.4.2 Proposal Format and Content:

Proposals shall be received in two distinct parts: a Technical Proposal and a Financial Proposal. The Financial Proposal shall be sealed in a separate envelope and will not be opened initially.

#### 1.11.4.3 Technical Proposal Opening

The Finance Officer will open only the Technical Proposals on the date and time specified in this RFP.

#### 1.11.4.4 Technical Evaluation

An evaluation committee along with the Finance Officer will review the Technical Proposals and make a final recommendation.

#### 1.11.4.5 Financial Proposal Bid Opening

Upon approval of the Technical Proposal evaluation from the internal review committee, the Finance Officer shall open and read the Financial Proposals.

#### 1.11.4.6 Financial Evaluation

The evaluation committee along with the Finance Officer will review the Financial Proposals and make a final consensus recommendation for contract approval and award.

### **1.12 Rejection of Proposals**

The Finance Officer shall select the best value solution according to the evaluation criteria. However, the Finance Officer reserves the right to accept or reject any or all proposals, in part or in whole, at his discretion. The Finance Officer reserves the right to withdraw this RFP at any time and for any reason. Submission of, or receipt by the Finance Officer of proposals confers no rights upon the vendor nor obligates the Finance Officer in any manner.

A contract based on this RFP and vendor's proposal may or may not be awarded at the discretion of the Finance Officer.

### **1.13 Incurring Costs**

The City and its employees and officers shall not be held liable for expenses incurred by any vendor responding to this RFP, including but not limited to expenses for preparation, delivery of the proposal, or attendance at any meeting or oral presentations.

### **1.14 Addenda**

If it becomes necessary to revise any part of this RFP, the Finance Officer will issue an official written addendum to all bidders of record.

### **1.15 Independent Price Determination**

A proposal will not be considered for award if the price in the proposal was generated as a result of collusion, consultation, communication, or agreement as to any matter relating to prices with any competitor unless the proposal is submitted as a joint venture.

### **1.16 Financial Proposal**

The Financial Proposal quoted in the bidder's proposal will not be subject to any increases in costs to the City during the life of the contract. The Financial Proposal will be considered firm for the life of the contract unless specific provisions have been included in its response and made a part of the original contract.

### **1.17 Software Requirements**

Software requirements are specified in Part 3 of this RFP and constitute a list of desired features and functions. If you do not have offerings for each of the stated applications, clearly indicate which modules you are proposing.

### **1.18 Equipment Requirements**

The vendor should propose the equipment configuration best suited for the software application. Please provide all space requirements for the equipment configuration quoted. The equipment must have technical support available during normal business hours.

### **1.19 Support Requirements**

Support requirements are specified in Part 4. Your proposal should specifically address each requirement listed.

### **1.20 Warranties**

Please provide warranty coverage information for all equipment and software modules. Include applicable starting periods for warranties.

### **1.21 Information about the Company**

Please provide information that will enable us to evaluate your company's financial stability, track record and support capabilities. We require that you include the following:

- Ownership of your company
- Number of years in business
- Number of installations
- Total number of employees
- An indication of whether software and hardware are developed internally or distributed by the vendor
- In the case of internal development, include Proof of Certifications (E.G. Microsoft Certification, ISO)
- In the case of a distributorship, include confirmation of status as an authorized distributor

### **1.22 User References/Demonstration**

Please provide a list of five paying customers of your company, preferably governmental entities which are the same size as the City, who are using the equipment and software proposed. The list should provide a contact name, telephone number, and length of time using your system and a brief description of the users' equipment and software configuration. The City also reserves the right to request a demonstration of the system at a mutually acceptable site, which may be at the City's office, or at another site. Failure to provide suitable references, or a

functional demonstration acceptable to the City will result in the vendor's proposal being rejected without further consideration.

### **1.23 Delivery and Implementation Schedule**

The City plans to install all requested software and equipment as soon as possible after contract execution. Preference will be given to vendors that can complete installation within six to eight weeks of contract signing. Availability of proposed hardware and software will be used in the evaluation of the proposal. The vendor must include a realistic delivery and implementation schedule in terms of weeks following contract signing. Tasks to be performed by the vendor as well as by the City should be specifically stated and included in the schedule.

### **1.24 Schedule of Events:**

Release of the RFP .....	5/05/2006
Vendor's Written Questions Submission Deadline .....	5/19/2006
Response to Questions/Addendum Issued.....	5/26/2006
RFP Due Date .....	6/02/2006
Equipment and Software Demonstrations (as scheduling allows) .....	6/12/06 through 06/23/06

## **PART 2 OPERATING ENVIRONMENT**

### **Background**

The City currently prints and mails bills to approximately 500,000 customers. The printed bill includes a return stub containing a scan line that provides account and amount due information. This volume is expected to increase as departments that currently do not use scannable bills are converted over. The City is considering automating this process in order to lower cost and improves service to its customers. For this reason, the City is seeking proposals for a remittance processing system and an associated image retrieval system.

The City operates with twenty-six different departments. Four City departments utilized scannable bills that are currently being processed through lockbox services provided by a local bank. All other departments are responsible for preparing daily deposits and forwarding them to the bank via armored car services.

The City uses accounting software from SunGard HTE, thus it is a requirement that the remittance processing system interface with this software.

The Manchester School District is not included within the above information. Upon successful implementation of the Remittance Processing System, it would be the desire of the City to extend the service to include the School District.

The department has determined the system must provide the following capabilities:

- MICR encoding of the customers checks
- Endorsement of the checks for deposit
- Print audit trail information on the checks
- Provide Batch and Deposit reports
- Provide account and payment information for upload
- Provide image capture and retrieval of checks and payment stubs
- Archiving of images after 60 days

Additional capabilities that provide for lower cost, more efficient operation, or better customer service are always of interest. We solicit information on product features and/or options that will help us meet these objectives.



## **PART 3 GENERAL SOFTWARE AND HARDWARE STANDARDS**

### **3.1 General Software Standards**

The proposed software must comply with the following general standards

- 100% compatible with Windows, 2000 or XP Operating System
- To ensure compatibility, software vendor must be a Microsoft Certified Partner
- Software native to the PC environment
- Software compatible with the City TCP/IP network environment
- Software able to print documents direct to TCP/IP networked printers
- Software able to store data on Network Attached Storage (NAS) devices
- Software currently supported with no plans for phase out
- Software adheres to widely accepted industry standards, and has passed independent audit testing
- Software is easy to use and has a Graphical User Interface (GUI)
- Adequate security features that include the ability to set access controls at multiple levels
- Software includes built-in back up features and data recovery if processing is disrupted due to power loss or other interruptions
- Custom report capabilities where applicable
- Documentation with on-line help as well as printable user manuals
- Customer support with a toll free support line, toll free fax line and available email and remote diagnostics during normal business hours. Optional extended hour coverage (up to 7 X 24) must be available.
- Ability to utilize customized forms used by the City

### **3.2 General Hardware Standards**

The proposed hardware must comply with the following standards:

- Be certified by US, CSA or other applicable safety standards
- Be manufactured in an ISO certified facility
- Have manufacturer's direct parts and service support available with North America
- Fit easily into office environment

### **3.3 Specific Equipment and Software Standards**

The proposed solution must provide the following capabilities:

- Read and endorse utility stubs
- Read and encode utility checks
- Upload data from stubs into host computer individually or by batches
- Support multiple OCR fonts
- Must display image for date entry and allow zooming in to amount field in a single keystroke
- Process multiple types of batches  
Process the following types of transactions, either in separate batches or mixed within a batch:
  - ◆ Single stub/single check
  - ◆ Multiple checks/single stub
  - ◆ Multiple stubs/single check
  - ◆ Multiple stubs/multiple checks
  - ◆ Power encode
  - ◆ Exceptions
  - ◆ Check only processing

- Key amount or full amount processing
- CAR/LAR (Courtesy Amount Recognition/Legal Amount Recognition) to read handwritten amounts
- Use of CAR/LAR to allow one pass mixed processing of multis/singles/partial payments without sorting
- Net amount/gross amount (late payment) processing with one key toggle
- Automatic skip of exception transactions (e.g. payment on a credit balance) when in power encode mode
- Substitute stub processing
- Automatic feeding (at least 500 document capacity) or hand feeding
- PC to Host Communication
- In order to allow the transaction data to be uploaded to the host accounts receivable system the data will need to be in a format which can be accepted by that system
- Automatic check encoding and endorsement
- Complete audit trail
- Reporting/Inquiry Module
- Audit Report
- Daily Activity Detail Report
- Generate Daily Balancing
- Batch Reports
- Sort options
  - At minimum 3 pockets (minimum 250-document capacity each) will be required to accommodate:
    - ◆ Processed stubs
    - ◆ Processed checks
    - ◆ Exceptions/rejects
  - Availability of upgrades to a total of 12 pockets is desirable
- Online retrieval of images
 

Retrieval and database indexing of images stored is required. Sufficient storage space for a front image of a check (and/or the stub) is required for 30 to 60 days' work. Optional image archiving and retrieval for longer term storage and permanent archive records using a CD-ROM or Optical Disk storage must be available. Images being viewed must be able to be enlarged by "zooming" in on areas of interest with a simple mouse click.

  - Check/Stub images must be able to be reprinted
  - Archive capabilities must be available
  - Console with autofeeder hopper is required

### 3.4 Features and Specifications

#### 3.4.1 Rated Document Throughput

Provide a reasonable figure for actual throughput (not track speed) to use in estimating processing time. Verification of the quoted speed may be required as part of a functional demonstration.

#### 3.4.2 Image Capture

Provide the dots per inch and format of the images stored.

#### 3.4.3 Front/Back

The system quoted should include a front image camera only. A rear image camera option must be available.

#### 3.4.4 Image Archive

The system quoted must be configured to provide up to 60 days storage of images and associated data. The retrieval/inquiry screen must allow for scrolling, zooming, copying, and printing of images.

#### 3.4.5 Monitor

If the monitor is integrated into the system, the monitor quoted must be a 17" VGA Color Monitor or better.

#### 3.4.6 Server/PC

If the system requires a separate Server/PC, provide specifications for this hardware.

#### 3.4.7 Endorsement

A stamp endorsement and an audit trail of up to 40 alphanumeric dot matrix characters is required

#### 3.4.8 Documents Standard

##### 3.4.8.1 Minimum Size

½ inches long, 2 ½ inches high

##### 3.4.8.2 Maximum Size

9 inches long, 4 ½ inches high

##### 3.4.8.3 Paper Weight

State paper weight requirements

#### 3.4.9 Character Recognition

Support of these fonts is a requirement

- OCR A Numeric
- OCR A Alphanumeric
- OCR B Numeric
- OCR B Alphanumeric
- OCR B Special JNP
- E-13B

### **3.5 Installation and Training**

The vendor will work with the City to ensure proper installation of the hardware and software on the City Network. The vendor will ensure proper system performance and complete acceptance testing. The successful vendor shall describe both initial training and any follow-up training required. Training is required to cover all aspects of operation including supervisor functions and updates on technology changes.

### **3.6 Support Services**

3.6.1 Customer software support, with a toll free support line, toll free fax line and available email and remote diagnostics during normal business hours is required. Optional extended hour coverage (up to 7 X 24) must be available.

3.6.2 Hardware support with a maximum 4-hour response time during normal business hours is required.

- 3.6.3 General customer support. The vendor will describe its overall approach to providing customer support including personnel assignments, response times and the number and titles of the customer account representatives who would respond to Remittance Processing inquiries.

### **3.7 Organizational Size and Qualifications**

The vendor shall provide all pertinent data relating to the vendor's organization, personnel, and experience that would substantiate its qualifications and ability to provide the system described in this document.

#### **3.7.1 Organizational Size/Structure in Relation to the Scope of Work**

Vendors are required to submit a written narrative statement including:

- 3.7.1.1 Qualifications of vendor to provide the systems described herein, i.e. experience in providing Remittance Processing Systems, financial stability, and financial responsibility.

- 3.7.1.2 The vendor will provide financial information that would allow the evaluation committee to ascertain the financial stability of the company. If a public company, the bidder will provide its most recent audited financial report or 10-K. If a private company, the bidder will provide a letter from its financial institution, on the financial institution's letterhead, stating the financial stability.

- 3.7.1.3 The vendor shall provide a statement detailing any local, state or federal regulatory actions either taken against the vendor over the last five years or are currently pending as well as any other legal actions or pending for the same period.

### **3.8 General Terms and Conditions**

By signing and submitting its proposal, the vendor agrees to be bound by all the terms and conditions contained in this RFP.

#### **3.8.1 Conflict of Interest**

Vendor affirms that it, its officers, members, and employees presently have no interest and shall not acquire any interest, direct or indirect, which would conflict or compromise in any manner or degree the performance or its services hereunder. The vendor further covenants that in the performance of its contract, the vendor shall periodically inquire of its officers, members and employees concerning such interest. Any such interests discovered shall be promptly presented in detail to the Finance Officer.

#### **3.8.2 Prohibition Against Gratuities**

The vendor warrants that it has not employed any company or person, other than a bona fide employee working solely for the vendor or a company regularly employed as its marketing agent, to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract.

For breach or violation of this warranty, Finance Officer shall have the right to annul this contract without liability, at his discretion, and/or to pursue any other remedies available under this contract or by law.

#### **3.8.3 Vendor Relationship**

The relationship of the vendor to the City shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to any contract resulting from this RFP. The vendor, as an independent contractor, is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the vendor nor any employees or contractors of the vendor shall be deemed to be employees of the City for any purposes whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold the City harmless and shall provide the City with a defense against any and all claims, including but not limited to Workers' Compensation and Social Security obligations, licensing fees, etc., and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold the City harmless and shall provide the City with a defense against any and all claims, including but not limited to the foregoing payments, withholdings, contributions, taxes, social security taxes, and employer income tax returns.

The vendor shall not assign, convey, transfer or delegate any of its responsibilities and obligations under any contract awarded pursuant to this RFP to any person, corporation, partnership, association or entity without express written consent of the Finance Officer.

#### 3.8.4 Indemnification

The vendor agrees to indemnify, defend and hold the City, its officers, and employees harmless from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of a contract awarded pursuant to this RFP; (2) Any claims or losses resulting to any person or entity injured or damaged by the bidder, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used by the bidder in a manner not authorized by the contract, or by federal or state statutes or regulations; (3) Any failure of the bidder, its officers, employees or subcontractors to observe state and federal laws, including but not limited to labor and wage laws.

#### 3.8.5 Contract Provisions

After the successful vendor is selected, a formal contract document will be executed between the City, through the Finance Officer, and the vendor. In addition, the RFP and the vendor's response will be included as part of the contract by reference.

#### 3.8.6 Governing Law

The laws of the State of New Hampshire shall govern this contract. The vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws (federal, state or local government) regulations.

#### 3.8.7 Compliance with Laws and Regulations

The successful vendor shall procure all necessary permits and licenses to comply with all applicable laws, federal,

state or municipal, along with all regulations, and ordinances of any regulating body. The vendor shall pay any applicable sales, use, or personal property taxes arising out of the contract awarded pursuant to this RFP and the transactions contemplated thereby. Any other taxes levied upon the contract, the transaction, or the equipment or services delivered pursuant hereto shall be borne by the vendor. It is clearly understood that the City is exempt from any taxes regarding performance of the scope of work of the contract.

#### **3.8.8 Subcontracts/Joint Ventures**

The successful vendor is solely responsible for all work performed under any contract awarded pursuant to this RFP and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of the contract. The Finance Officer will consider the vendor to be the sole point of contact with regard to all contractual matters. The vendor may, with the prior written consent of the Finance Officer, enter into written subcontracts for performance of work under the contract; however, the vendor is totally responsible for payment of all subcontractors. All subcontracting or joint venture arrangements that are planned or were formulated in order to respond and comply with the scope of work must be clearly identified in the proposal.

#### **3.8.9 Contract Termination**

The Finance Officer may terminate any contract resulting from the RFP immediately if the vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The Finance Officer shall provide the vendor with advance notice of performance conditions that are endangering the contract's continuation. If after such notice the vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the Finance Officer shall issue the vendor an order to cease and desist any and all work immediately. The City shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may also be terminated upon mutual agreement of the parties with thirty- (30) day's prior notice.

### **PART 4 INSTALLATION AND SUPPORT REQUIREMENTS**

#### **4.1 Equipment and Software Delivery and Installation Schedule**

Vendor must provide a delivery and installation schedule based on time after contract signing

#### **4.2 Equipment and Software Sign-off**

The City requires that acceptance testing take place within 2 business days of the completion of installation and be conducted using a checklist of functions to be verified:

- Verification of all functions and menus as listed in specification
- Verification of OCR read rate
- Verification of encoding quality and accuracy
- Verification of endorsing (audit trail) quality and accuracy
- Verification of endorsing (bank stamp) quality and accuracy
- Verification of document sorting
- Throughput test of power encode
- Verification of batch limit detection and batch ticket creation
- Verification of check and batch listings for accuracy and format
- Verification of edit functions
- Verification of upload functions
- Upload test batch to ensure 100% accurate postings
- Retrieve selected archive images

- Verify image quality
- Verify image print function

The vendor prior to system acceptance will correct any discrepancies noted in any of the tests.

#### **4.3 Equipment and Software Documentation**

It is required that the vendor provides both on-line and hard copy documentation (user's manual) to the City at no extra charge.

#### **4.4 Equipment and Software Maintenance and Updates**

Provide the procedure the vendor uses for enhancements and upgrades. Detail any charges involved.

#### **4.5 Software Source Code**

A complete copy of the proposed source code is required to be available in escrow upon request.

#### **4.6 Training for End Users**

Provide a proposed training schedule.

### **PART 5 PROPOSAL FORMAT AND EVALUATION CRITERIA**

#### **5.1.1 Title Page**

Title Page – should state the Remittance Processing System RFP, the name of the vendor, vendor's business address, telephone number, web site and name of authorized contact person to speak on behalf of the vendor and authorized contact person's email address. The title page must be signed and dated by an authorized person.

For example, the title page might appear with text as follows:

RFP Subject: Proposal to provide Remittance Processing System for City of Manchester

**Vendor Name** \_\_\_\_\_

**Business Address** \_\_\_\_\_

**Telephone Number** \_\_\_\_\_ **Web site** \_\_\_\_\_

**Printed Name of Authorized Person** \_\_\_\_\_ **Title** \_\_\_\_\_

**Authorized Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Email Address** \_\_\_\_\_

#### **5.1.2 Table of Contents**

Vendor must clearly identify the material by section and page number in the vendor's table of contents.

### 5.1.3 Proposal Format

Vendors must organize their proposals into sections that follow the format of this RFP, with tabs separating each section. A point-by-point response to all numbered sections, subsections, and appendices is required. If no explanation or clarification is required in the vendor's response to a specific subsection, the vendor shall indicate so in the point-by-point response or utilize a blanket response for the entire section with the following statement:

**“(Vendor’s Name)” understands and will comply.**

## 5.2 Evaluation Criteria

### *Section 1--Organizational Experience, Size, and Qualifications*

Clients: The three clients listed by the vendor as a reference may be contacted. During this contact, the City will determine whether comparable services are or were provided to that client and the degree to which that client is satisfied with the services provided.

Organizational Size and Structure: Organizational size and structure of the vendor's firm will be reviewed in relation to the work to be performed.

Staff: The number and qualifications of the staff to be assigned the work will be reviewed.

Financial Stability: Financial stability is an obvious concern. The evaluation committee may review Dunn & Bradstreet ratings, in addition to any recent independent audit opinions, or financial positions reported by a reputable source (Wall Street Journal, News Week, Forbes, etc.) regarding the vendors current and projected financial stability.

### *Section 2--Technical Abilities*

The City will review technical abilities of the proposal submitted by each vendor to determine which proposal is most advantageous to the City in accordance with the specifications of this RFP.

### *Section 3—Operational Abilities*

The City will review operational abilities of the proposal submitted by each vendor to determine which proposal is most advantageous to the City in accordance with the specifications of this RFP.

### *Section 4--Program Enhancements*

Vendor shall provide their plans for improving technology and services as such improvements develop.

### *Section 5--Oral Presentation*

Vendors submitting a proposal in response to this RFP may be required to give an oral presentation of their proposals.

### *Section 6—Financial Proposal*

Vendor must submit a detailed Financial Proposal including itemized cost.



### OPTIONAL ITEMS

At the City's sole discretion, the right is reserved to accept additional alternate deliverables a vendor may propose. Vendors are requested to address the following.

Hidden Costs:

Costs sources not identified in this proposal shall not be considered in the award.

### **5.3 Evaluation Process**

Proposals will be evaluated by the Finance Officer and a committee in accordance with the criteria stated to reach a consensus decision.

The Finance Officer will select the successful vendor based on best value. The Financial Proposal is considered, but is not the sole determining factor for award. The Finance Officer does reserve the right to accept or reject any or all of the proposals, in whole or in part, if in the City's discretion it is in the best interest of the City to do so.

A vendor's failure to provide complete and accurate information may be considered grounds for disqualification. The Finance Officer reserves the right, if necessary, to ask vendors for additional information to clarify their proposals. Nothing may be added which could materially alter the original proposal after the bid opening.

### **PART 6 CONTINGENCY PLANS**

It is extremely important that payments be posted and deposits made in a timely manner. Vendors should list any contingency procedures provided if a prolong outage should occur.